

CURRICULUM VITAE

Hussein Begaoui

My extensive experience in operations management and my commitment to achieving the highest quality aligns extremely well with the Senior Director of Operations position that you are may advertising. I offer the unique combination of hands-on administration that maximizes organizational effectiveness, Operations-oriented leadership that ensures efficiency and people-oriented guidance that yields productivity. I've done all that and much more in senior-level positions in the hotel's operation sector for more than 18 years, where I consistently scrutinized processes with an eye toward greater efficacy. My accomplishments include assessing current and future staffing needs, overseeing allocation of financial resources, and managing budgetary processes. I can build and lead successful, goal-oriented teams of professional staff while overseeing budgets and resources for bottom-line results. I have turned unprofitable operations into profit-makers. I have contributed to keeping hotel's operation running like well-oiled machines with a warm, human touch. Upon identifying key issues, I solve problems while embracing change and its positive effect on successful organizations. Fostering commitment, team spirit, pride, trust, and group identity are particular strengths. I would like to be considered for a position in which someone of my background could make a contribution. Should you require any additional information, I can be reached using the contact information listed below.

Sincerely,

Hussein Begaoui

+20 100 521 4504

Curriculum vitae

Hussein Begaoui



Mansoura – Daqahliyah
EGYPT



+20 1005214504



hmetwaly@hotmail.com
hmetwaly@yahoo.com
begaoui@hotmail.com
begaoui@yahoo.com



<https://www.linkedin.com/in/hussein-begaoui-93948395/>
<https://people.bayt.com/hussein-begaoui-21912886/>

Objective	Profile	Main Scope of Job
Seeking a challenging and interesting position with responsibilities, matching or exceeding previous experience, where my Experience Background, Education and Understanding can be Utilized and developed.	Ensures that the maximum quality Of productivity is provided to our customers during their stay or while using the hotel's facilities. At all times requests to set high example with regard to: ► Work hours & punctuality. ► Performance & Attitude. ► Leadership & Company Loyalty.	Ensuring that the professional and effective running of the day-to-day operations in accordance with all the hotel service standard and in line with brand hotels and resorts management's policies and procedures. Responsible for applying short and long term planning and day-to-day operations of the Rooms, Food & Beverage and related departments, increasing productivity and manage expenses / margins within approved budget constraints.

Core of Competence	Technical/Job-specific competency and related experience
<i>Builds Personal Effectiveness</i> ► Acts with Integrity ► Communicates Effectively ► Exhibits Self-Confidence ► Makes Effective Decisions <i>Builds Team Effectiveness</i> ► Builds Relationships ► Facilitates Open Communication ► Fosters Teamwork ► Supports Team Diversity <i>Develops People</i> ► Attracts, Develops & Retains Talent ► Inspires Trust ► Leads By Example ► Leads Learning in the Organization <i>Builds Competitive Advantage</i> ► Creates Strategic Focus ► Demonstrates Financial Acumen ► Drives Business Results ► Fosters Customer Focus <i>Creates a High Performance Culture</i> ► Demonstrates Functional Excellence ► Executes Effectively ► Motivates & Inspires Others ► Takes Ownership <i>Drives Change & Innovation</i> ► Builds Support for Change ► Drives Continuous Improvement ► Identifies & Applies Best Practices	► Strong effective communicator with influencing skills ► Ability to build rapport with Executive Committee, General Manager(s) and Area Executives ► Strong professional personality ► Constructively manage all stakeholders and break barriers ► Strong ability to build and lead effective and successful teams ► Analytical thinker combined with skills of thinking outside the box ► Ability to effectively use technology such as Internet and software ► Toughness and resilience with ability to withstanding pressure with no effect on efficiency or quality ► Open to change and ability to create and drive change ► Ability to deal with ambiguity and a changing environment ► Proven record of driving and delivering Financial Results ► Complete understanding of the importance of the Voice of the Customer ► Business and industry experience at the strategic and tactical level ► Experience leading major initiatives ► Experience leading cross-functional teams ► Experience managing large-scale projects Strong analytical and diagnostic skills ► Financial management and business acumen ► Ability to breakdown cultural barriers ► Quick with statistics and numbers

Experience:



MSHAREF AL MODEN

January 2017 – July 2018

General Manager

Msharef Al Moden Hotels & Suites KSA

Msharef Al Moden group was established in 2007 in various activities including the management and operation of hotel facilities in The Kingdom of Saudi Arabia.

- ✓ Company is operating many properties In Abha & Jazan cities KSA.
- ✓ Company is a group of hotel facilities characterized by luxury, special & high quality service.

Main duties & Responsibilities:

- Motivating a large hotel team to deliver service standards
- Driving a sales and marketing strategy
- Meeting budgets and exceeding revenue targets
- Liaising closely with the sales and revenue team to make sure business is coming in at the right price

Focus On the Guest

- Seek to understand the customer and meet the needs of both the customer and the company.
- Anticipate future customer requirements and consider how to respond to them.
- Develop organizational improvement plans and action steps that respond to customer needs.
- Continuously re-evaluate who the real (or most critical) customer is when developing strategy and adjust approach accordingly.
- Visit the customer and those closest to the customer to gather firsthand information.

Foster Teamwork

- Work well in a team environment and motivate teams to sustain exceptional levels of performance.
- Build trust and respect by modeling the organization's values.
- Demonstrate and advocate personal commitment to teamwork by modeling behavior in public and private.
- Create an environment which fosters open communication between all team members.
- Encourage communication among team members by making time for questions and discussion of ideas at team meetings.
- Organize and empower teams to develop solutions, pursue new opportunities, or to make improvements.
- Publicly celebrate team accomplishments and recognize good team players.

Drive for result

- Work to achieve high levels of personal and organizational performance in order to meet or exceed objectives.
- Focus on the result areas that have the biggest impact on profitability.
- Set aggressive, measurable goals that inspire employees to achieve breakthrough results.
- Set standards and objectives in concrete measurable terms.

Take Responsibility

- Demonstrate personal ownership of tasks and follow through to get the required result.
- Make own position clear and stand behind principles even when unpopular.

Demonstrate openness and respect for others

- Value and remain positively open to new ideas and perspectives.
- Bring an open and positive mind to managing or working within a different culture, rather than using a preferred style.
- Communicate effectively with individuals from different cultures.
- Be empathetic to peoples' reactions or feelings in a situation.
- Recognize own personal biases and work to manage them.
- Recognize the consequences or implications of own action/behavior while it's happening.
- Understand how personal and interpersonal problems affect individual performance.

- Manage group dynamics in a manner that maintains momentum i.e. deal with explosive/divisive issues one-on-one or off line.

Build Strong relationships

- Foster trust and co-operation among co-workers, customers and suppliers. Develop and sustain personal contact in order to provide mutual benefit.
- Balance complicated relationships among partners, customers, and employees to achieve win-win solutions.
- Solicit input and involvement from "key players" in order to maintain and enhance current and future co-operation.
- Maintain strong relationships with partners, suppliers, and customers to leverage these relationships to generate business opportunities for the company.

Influence decisions and actions

- Persuade and enroll others in making plans, reaching decisions, and taking action.
- Act to persuade others by appealing to their business interests, needs, or concerns and explaining how the business will benefit.
- Provide clear business and financial justification for strategies and projects.
- Point out long-term consequences to persuade others to take action.
- Provide compelling reasons to have people enroll in the pursuit of organizational priorities.
- Provide or require a fact-based rationale for operational and investment decisions (e.g. hiring, new products, new programs).

Think Strategically

- Foresee and take action to deal with problems and opportunities.
- Repeatedly communicate and reinforce vision and strategy in meetings and interactions.
- Translate, align, and test own department vision and strategy with overall company vision and strategy.
- Analyze the implications of policies or initiatives before implementing them with your part of the organization.
- Create "what if" scenarios and models to help the organization/department anticipate future opportunities.
- Make decisions in ways that anticipate future consequences and/or impact on other parts of the company or customer organization.
- Pursue and commit resources to long-term objectives, don't sacrifice them due to pressures of short-term results.
- Recognize the implications of precedent setting decisions/actions.

Drive for change

- Drive for improvement in all facets of organizational life.
- Act on opportunities for improvement.
- Help people understand and manage their concerns about change.
- Keep people focused on the need to continuously improve products, processes and service.
- Reward and recognize people who make changes that result in improvements.
- Challenge others to re-think the way they do business.
- Identify and change practices that are inconsistent with the company values.
- Re-organize resources, departments, and people as needed to achieve higher performance.
- Take appropriate actions with people who are not performing to expectations or who are obstacles to change.

Set Vision and Direction

- Define compelling organizational missions and goals, and mobilize others to pursue them.
- Make sure own words and actions convey a consistent message throughout the organization.
- Identify and communicate the most essential priorities of the organization.
- Involve others in own organization by creating and reinforcing a vision that inspires and energizes them.
- Restate and reinforce long-term strategic direction when confronting short-term problems or uncertainty.
- Share vision of where the business needs to be in the next five years and how it can get there.

- Translate the organization's vision into actionable goals, plans, and performance measures for the organization.

Think Creatively

- Develop innovative approaches and imaginative solutions that meet real needs
 - Create new opportunities or innovative solutions by bringing together people with different perspectives and experiences.
- Run brainstorming meetings and focus groups in a way that encourages others to break through their own assumptions and biases.



January 2010 - February 2016

General Manager

Real Estate Company-HB Limited

A specializing company of buying and selling assets "Free Lands" in Egypt

- ✓ It is vital for assets project not only to monitor progress, but also to communicate the progress that has been made. This could be done by providing a daily, weekly or monthly project status update to the stakeholders involved in the project. By consistently providing information on how the project is progressing and can reduce the occurrence of major problems.
- Helping all customers or similar groups involved in a project set realistic goals
- Working intimately with all groups assigned to assist in the project
- Understanding how the group's resources can benefit the other co-operative organization.
- Responsibility to communicate ideas about how the inefficiencies can be avoided, this requires communication among many. If not all, of the groups involved in the project.



PLAZA ATHENEE
HOTEL

February 2008 - August 2008

Assistant General Manager

Plaza Athenee Hotel Kuwait

Four stars boutique hotel 63 units overlooking the azure waters of the Arabian Gulf with luxurious, Elegant & Magnificent suites

- ✓ Responsible for the overall success of the hotel, meeting or exceeding planned objectives for revenue and profit, and ensuring guest satisfaction and product quality standards are met. Assists the General Manager to manage all areas of the hotel in accordance with brand standards to achieve a friendly atmosphere of superior guest service and product quality, Provides exemplary performance for staff to follow,

Main Duties & Responsibilities:

Financial

- Meets or exceeds budgeted profit and margin for hotel.
- Accurately forecasts revenues/expenses.
- Anticipates revenue/cost problems and manages the timing of discretionary expenditures to stabilize cash flow.
- Analyzes financial and operation information on ongoing basis to adjust business plans, labor requirements and operating costs.
- Ensures hotel staff is trained in financial control procedures for cash, vouchers, inventories and receivables, and that these procedures are regularly followed.
- Produces accurate, timely financial reports.
- Identifies major revenue and expense opportunities and possible problems.

- Accurately forecasts occupancy changes based on the changing market conditions (e.g. increased competition).
- Achievement of revenue and cost objectives. *Associate Team*
- Maintains guest service as the driving philosophy of the hotel.
- Personally demonstrates a commitment to guest service by responding to guest needs.
- Ensures all hotel staff, including new hires, knows all components/features of our guest service guarantee and are trained to meet service standards; develops added value customer service programs.
- Assist team leaders in meeting and exceeding AOS goals.
- Empowers hotel staff to deliver guest service by encouraging and rewarding responsive guest assistance.
- Ensures hotel standards contribute to the delivery of consistent guest service.

Marketing and Sales Management

- Develops and implements marketing and sales plans based on demand segments and to maximize REVPAR and Market Share.
- Knows why competitors are successful in each demand segment and directly markets/sells against him or her.
- Ensures that marketing and sales plans are appropriate for each sales period, including special plans to maximize room revenue during forecasted low occupancy.
- Knows key accounts and actively "sells" through sales calls, property tours, etc.

Human Resource Management

- Manages human resources functions including recruiting, selection, orientation, training, and performance planning and evaluation, pay and reward programs to maintain a qualified work force.
- Maintains a positive cooperative work environment between staff and management.
- Ensures all hotel employees know hotel objectives.
- Ensures personnel files are accurate and comply with both local and federal laws and regulations.
- Administers personnel policies, pay procedures, bonus plans and benefits.
- Ensures training objective and developments plans are completed.
- Monitors and maintains acceptable turnover levels. *Operations*
- Knows local health and safety codes and regulations that apply to the hotel.
- Recognizes and corrects potential safety hazards, such as broken doors or railings, fire hazards, etc.
- Recognizes and corrects potential security problems, such as locking doors after hours, etc.
- Understands and follows policies and procedures for the hotel's key control system and ensures others are trained in same.
- Maintains physical product standards by managing preventive maintenance programs and by scheduling deep-cleaning activities.
- Ensures ongoing staff and employee involvement in preventive maintenance programs.
- Protects the interests of the hotel during capital projects.
- Has an acceptable property quality audit.
- Periodically inspect rooms, building exterior, parking lot, etc.



November 2007 - January 2008

Operations Manager-» Restaurants Aamal Holding Company Kuwait



The owning company of the five-stars **Le Méridien Kuwait** Hotels and **Ritz** Hotels & Restaurants

✓ *Operations manager in charge of five restaurants different concepts*

Main Duties & Responsibilities:

- Direct and coordinate activities of businesses or departments concerned with the production, pricing, sales, and/or distribution of products.
- Manage staff, preparing work schedules and assigning specific duties.

This message and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this message in error or by mistake please delete it from your system.

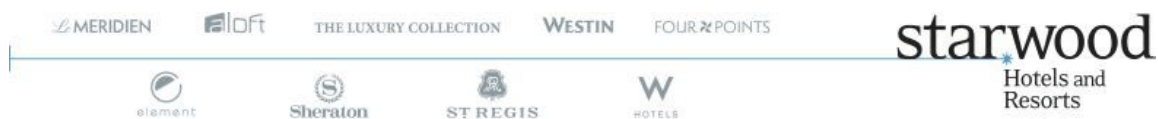
- Review financial statements, sales and activity reports, and other performance data to measure productivity and goal achievement and to determine areas needing cost reduction and program improvement.
- Determine staffing requirements, and interview, hire and train new employees, or oversee those personnel processes.
- Oversee activities directly related to making products or providing services.
- Determine goods and services to be sold, and set prices and credit terms, based on forecasts of customer demand.
- Manage the movement of goods into and out of production facilities.
- Plan and direct activities such as sales promotions, coordinating with other Sister restaurant managers as required.
- Plan store layouts, and design displays.

Le MERIDIEN

TOWER KUWAIT

March 2007 - October 2007

**Acting Rooms Division Manager
Le Méridien Tower Kuwait Hotel**



Five stars boutique hotel 70 units overlooking the azure waters of the Arabian Gulf and all rooms are ART+TECH designed.

- ✓ Responsible for the general operation of, Front Office, "Reception, Reservations, Concierge, Switchboard", Housekeeping and Recreations Spot checking of hotel rooms and outlets to ensure standard is maintained.

Main Duties & Responsibilities:

- Ensures correct staffing levels during peak and low occupancies
- Authorize all leave schedules
- Ensures control of expenditure is kept within budget
- Responsible for negotiating and controlling contractors
- Ensures budgets set are achievable
- Ensures uniforms, linen and toweling and all relevant operating equipment is controlled and sufficient for hotel needs.
- Monitor staff trained to company specifications
- Responsible for order of vehicles
- Responsible for plants and décor
- Review management rosters
- Attend weekly executive and sales meetings
- Attend General Manager's briefings with Front Office and Housekeeping
- Chair weekly rooms division meetings.

Le MERIDIEN
KUWAIT

December 2005 - March 2007

**Front Office Manager
Le Méridien Kuwait Hotel**



Five stars boutique hotel 70 units overlooking the azure waters of the Arabian Gulf and famous landmark in the country "Kuwait Towers"

- ✓ Ensures the professional and effective running of the day-to-day Rooms operation in accordance with all Le Méridien Service Standards and in line with **Starwood Hotels and Resorts** Policies and Procedures
- ✓ Responsible for short and long term planning and day-to-day operations of the rooms and related areas. Recommend budget and manage expenses/margins within approved budget constraints.

This message and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this message in error or by mistake please delete it from your system.

Main Duties & Responsibilities:

- Maintain, implement and adhere to Le Meridien standard policies, systems and procedures relating to hotel operations, including health and safety systems and quality standards, and systems contingency planning.
 - Set up and maintain a high level of personal service and guest recognition, with particular attention to VIP's and amenities.
 - With the Reservations Manager, ensure that reservation patterns, overbooking and yield opportunities are maximized to best effect.
 - Continually develop and enhance the Front Office Incentive Program to ensure that opportunities and Incremental revenues are maximized.
 - Ensures quality of data is maintained within the property management system enabling accurate guest history and sales information.
 - Ensures that all written guest feedback concerning Front Office/Rooms is responded to within 48 hours of receipt.
 - Ensures effective channels of communication are in place maximizing the opportunities of distributing the information available - and encouraging ideas and participation from all team members, through monthly team briefings, daily morning meetings and daily operations meetings.
 - Supply and co-ordinate effective training to enable all front office staff to carry out their duties as required. Ensure Training profiles are in place and kept up to date.
 - Participate as a member of the Hotels Fire and Emergency Team as required.
- Co-ordinate all activities, operations and running of Front Office – whilst actively displaying a proactive front of house leadership style.
 - Together with direct reports, take a leading role in positively representing the company with guests, reinforcing a customer focused approach to hotel operations at all times – and harnessing Guest Satisfaction Index (GSI) data is a tool to measure success.
- ☒ Assisting the hotel in achieving Employee Satisfaction targets through good working practices and team liaison. Monitor employee morale and turnover, proactively supporting the Employee Satisfaction Index (ESI) process and ensuring action plans are established and followed up to address issues.
 - ☒ Monitoring and analyze customer feedback/data and where applicable act upon guest comment through the Guest Satisfaction Index and In House data collection methods (e.g. Guest Questionnaire/comment cards)



August 2004 - November 2005

Assistant Front Office Manager Le Méridien Makadi Bay - South Hurghada

Five stars deluxe resort 1044 rooms, in the red sea. EGYPT
Splendor and true elegance combined to give our customers the atmosphere of
luxurious well being.

Main Duties & Responsibilities:

- Maintaining an appropriate standard of conduct, hygiene and posture of F.O staff by ensures that all employees are well groomed, dressed and self hygiene at all times.
- Ensures that all F.O employees are adhering to the hotel policy and procedures.
- Promote a helpful and professional image to the client and give full co-operation to any client requiring assistance with caring and helpful attitude.
- Anticipating client needs whenever possible, to enhance quality service and guest satisfaction.

- Maintaining regular and effective communication within your team and at all levels by holding daily briefing sessions and attending hotel meetings when required.
- Carrying out quality training and coaching in a systematic and professional way to meet the needs of business and to assist the Front Office Manager in the development of the team.
- Planning the labour resources effectively to meet the service criteria set for the department training and supervision.
- Creating an environment which promotes staff morale this encourages employees to have pride in the area and a high level of commitment.
- Ensures to deliver Le Meridien standards and products, in a consistent way within the guidelines.
- Positively promote sales awareness within the department and maximize sales opportunities.
- Controlling all operating costs within the area and within the standards set.
- Complying with accounting procedures as per as accounts audit requirement and ensure that all G.S.A's are aware of the requirements and that the hotel policy and procedures are applied.
 - Attend all meetings required by the management.
 - Ensures the proper handling of guest's complaints.
 - Create and develop the "sales spirits" among employees in order to optimize results.
 - Prepare employee evaluation interviews.
 - Participates in the development of training programs, increasing employee's understanding of their job, of the hotel, and of the chain.



January 2004 - July 2004

Night Manager

Le Méridien Makadi Bay - South Hurghada

Five stars deluxe resort 1044 rooms, in the red sea. EGYPT

Splendor and true elegance combined to give our customers the atmosphere of luxurious.

Main Duties & Responsibilities:

- Supervise the front office operation and ensure that the procedures are respected according to the hotel policies.
- During high occupancy take all necessary steps to cover every reservation and manage the "Walk-In" guests to maximize the results.
- Coordinate with the Housekeeping department for the make-up of any checked-out rooms.
- Welcome and escort the VIPs.
- Ensures the guest complaints are recorded in (Duty Manager Log Book) and that immediate Corrective action is taken by the department concerned.
- Record all events in (Duty Manager Log Book) that have occurred during the night.
- Personally supervise the master files groups and layovers arriving during the night.
- Apply fire regulations and ensures that they are applied by others.
- Maintains relations with all division heads concerning the operation of their division during the night.
- Supervise the preparation of all night reports and the process of the closing day.
- Signs any adjustment in case of incorrect billing, explaining the reason of the correction.
- Supervise the preparation of the police report.
- Attending Rooms Division meetings.
 - Maintaining a positive spirit among the night staff and ensure efficient coordination between the different departments.
 - Ensures that all night shift employees are outstanding at their position,
 - Supervise the security department and take any necessary action and decision in case of emergency.
 - Ensures the good appearance at all time , of the public areas such as hotel main entrance, Lobby, Public toilets, F&B outlets etc



January 2003 - December 2003

Duty Manager

Le Méridien Makadi Bay - South Hurghada

Five stars deluxe resort 988 rooms, in the red sea. EGYPT

- ✓ Providing privileged welcome with discreet friendly service, Applying highest international standard, Hospitality and courtesy.
- ✓ Replacing Night Manager and the Asst. Front office manager during their vacations.

Main Duties & Responsibilities:

- Ensures the maximum guest assistance & satisfaction through his/her quick reaction to guest needs.
- Ensures the proper handling of Memberships and VIP's guests (escorted-quick response to their requests and needs).
- Supervising the work of the guest relation officer in accordance to their job description.
- Monitoring the hotel room situation and takes necessary actions/decisions.
- GSA'S He/She acts as a Public Relation agent promote the hotel outlets and hotel facilities.
- GSA'S He /She are the sales representatives, selling and up selling rooms / suites / hotel outlets.
- Responding as quickly as possible to all guests' complaints and to follow up with other departments, in order to settle these situations.
- Reviewing on daily basis the open balance report for in house guest, ensures that the hotel credit policies for direct paying guest are followed.



December 2001- January 2003

Lobby Manager -> (Assistant Manager)

Le Méridien Makadi Bay - South Hurghada

Five stars deluxe resort 904 rooms, in the red sea. EGYPT

- ✓ Supervising and handling all front desk operations including the check in & Out for all the VIPS and incentive groups successfully.
- ✓ Handling all situations related to concierge desk.

Main Duties & Responsibilities:

- Supervise F.O. staff behavior (all guests are escorted to their rooms-luggage has been delivered to their rooms, messages-faxes have been delivered on the spot to their rooms-paging is done promptly).
- Ensuring the total safety and comfort of the hotel in the lobby area.
- Assisting FO Supervisor / Shift leader with all Group arrivals and departures to express check-in & check-out formalities.
- In addition to the above mentioned duties, and job description, any other assignment or task given occasionally or on a daily basis, by the immediate superior or the hotel management.



April 2000 - November 2001

Front Desk Shift Leader -> (OPENING)

Le Méridien Makadi Bay - South Hurghada

Five stars deluxe resort 819 rooms, in the red sea. EGYPT

- ✓ Contributions for the front desk set up and paper work.
- ✓ Handling all front desk tasks and activities
- ✓ Handling Airlines crew check in and check out.
- ✓ Applying quality standard for handling guest complains.
- ✓ Train all the G.S.A how to maintain the guest satisfaction.

Main Duties & Responsibilities:

- Verifying reservations correspondence one day before arrival and assigning the room types requested accordingly.
- Prepares the VIP treatment form and ensure the right distribution in the right time.
- Ensures the issuing of all documentation required by the authorities.
- Prepare the room suggests floors closing plan in low occupancy and communicate the information to the concerned departments.
- Control the store requisitions and make sure of the proper use of office supplies
- Ensures that the front desk is manned all times.
- Ensures that the hotel credit policy is fully implemented.
- Ensures that staffs attend the shift briefing conducted by seniors.
- Ensures that the staff implements the basic rules of personal grooming and hygiene.
- Ensures that staff is respecting the hotel standards with regards to guest courtesy



October 1999 - March 2000
Acting Front Desk Shift Leader
Conrad Hurghada Resort

Five stars deluxe resort 260 rooms, in the red sea. EGYPT

- ✓ Handling guest requests, inquires and information.
- ✓ Following the travel agents payment methods

Main Duties & Responsibilities:

- Regularly check the Front Office night report.
- Participates in the drawing up the occupancy forecasts.
- Know and transmit all information regarding chain corporate products- HHonors, Club Exclusive, etc.....and make sure they are implemented.
- Notify management of VIPs arrivals and in-house.
- Ensures that front office staff got all in-house functions and that they are fully aware of it.



April 1998 - September 1999
Front Desk Agent -> (GSA)
Conrad Hurghada Resort

Five stars deluxe resort 260 rooms, in the red sea. EGYPT

- ✓ Following the policy rules and the instructions given by management
- ✓ Applying quality service and ensuring guest satisfaction.
- ✓ Treating all in house guests as VIPS
- ✓ Very special treatment for VIPS, regulars and upgraded guest

Main Duties & Responsibilities:

- Ensures upon check-in that the guest completes the registration card legibly, and that the guest is assigned a room type and rate indicated, on the reservation form.
- Following-up on escort of guests to their rooms upon check-in as well as their luggage dispatch.
- Taking action on Housekeeping reports immediately upon receipt recording discrepancies.
- Ensures that the room status is accurately and immediately updated.
- Advice without fail to HK department about the extra check-out rooms, late departure or any other services required such as extra bed.
- Being aware of all the Reservation standards procedures including correct forms to use and how to read a fax booking.
- Knowing all procedure concerning walk-in guests.
- Staying informed about all events taking place inside and outside the hotel.
- Knowing and recommend perfectly on all services of the hotel.



November 1997 - March 1998

Supervisor Telephone Operator
Conrad International Hurghada Resort

Five stars deluxe resort 260 rooms, in the red sea. Egypt

- ✓ Ensures smooth and quiet operations.
- ✓ Maintaining speed and quality service for answering calls including applying voice manners standard for all internal & external calls
- ✓ Check up on daily basis for all telephone lines and equipments.

Main Duties & Responsibilities:

- Supervising and constantly monitor the entire operation at the Switchboard ensuring smooth running of the department.
- Keeping the Switchboard room organized and clean at all times.
- Monitoring the incoming and outgoing messages of guests and hotel management and to ensure the quick delivery of it.
- Strictly follow the wake up call time with no failure under any circumstances.
- Ensuring proper bleeping of the executives and to test the efficiency of the group paging periodically.
- Ensures all the directories and information updated.
- Trains all the operators for prompt and proper action during times of emergency.
- Attending all training as scheduled and ensures the weekly training of staff is carried out.
- Control of all vouchers used and to generate monthly report to the FOM.
- Ensures the good condition of all equipment and availability of required stationary at all times.
- Any other duties concerned as and when required.



January 1995 - October 1997

Telephone Operator Agent
Conrad International Hurghada Resort

Five stars deluxe resort 260 rooms, in the red sea. Egypt

- ✓ Applying all the direct instructions given by my chief or managers
- ✓ The Switchboard **must** be open 24 hours a day.

Main Duties & Responsibilities:

- Familiarize with the hotel's organization chart and departments in order to be able to quickly route calls directly to the room or department required.
- Answering calls greeting in English by hotel name in a warm friendly manner (smile on the phone) speaking professionally, clearly and understood.
- Know all telephone rates which are in force and any changes.
- Wake-up calls are made no sooner or later than 5 minutes of the requested time.
- Waking-up the guests with a warm and friendly voice.
- For an automatic wake-up call request, we ensure that the recorded message is clear and of good quality.
- Ensuring that the wake-up call service is handled correctly, accurately and reviewing the wake-up call sheet upon taking the shift for accuracy.
- Ensuring For guest's incoming fax & message immediately informing the guest through the telephone and put it in a sealed envelope and to be sent to the bellboy for speed delivery.



THE WESTIN RESORT
Hurghada

September 1994 - May 1995

Telephone Operator Agent
The Westin Resort Hurghada

Five stars plus and deluxe resort 260 rooms, in red sea.

- ✓ Following and applying the entire PBX standard and tasks
- ✓ Answering the telephone within three (3) rings and connect all calls quickly with a very courteous and personal manners before being transferred to music-on-hold



June 1994 - August 1994

Front Desk Agent -> (Receptionist)
Arabia Beach Resort Hurghada


Four stars village 450 rooms, in red sea.

- ✓ Training.

Education:



Cairo University
Faculty of Commerce

- ✓  Bachelor's degree in Business Administration and Marketing Management.

The British Academy for Tourism and Hotels management

Professional qualifications:



The International Institute
American Hotel & Lodging Association

- ✓ Hospitality Department Trainer.
 - ✓ Diploma "Certified Hospitality Departmental Trainer"
- American Hotel & Lodging Educational Institute (**CHDT**)



Core Accomplishment:

- ✓ Commitment to Excellence (Wave 3)
- ✓ Essentials of Supervision.
- ✓ Train the trainers program.
- ✓ Fire drill program (Fire fighting-First Aid-Evacuation)
- ✓ Handling guest complains.
- ✓ Handling guest complains.
- ✓ Conrad Hospitality program for supervisors
- ✓ Conrad Customer Satisfaction System.
- ✓ Handling all PBX tasks in a professional manner.

Le Méridien Kuwait Hotels
Le Méridien Makadi Bay
Le Méridien Makadi Bay
Le Méridien Makadi Bay
Le Méridien Makadi Bay
Conrad International Resort
Conrad International Resort
Conrad International Resort
Conrad International Resort

PBX stands for Private Branch Exchange, which is a private telephone network used within a company. The users of the PBX phone system share a number of outside lines for making external phone calls. A PBX connects the internal telephones within a business and also connects them to the public switched telephone network (PSTN).

Personal Skills:

- Excellent communication skills.
- Self motivated, dependable and goal oriented.
- Able to learn new tasks quickly.
- Ability to work under pressure.
- Ability to work individually and as team member.

Languages:

- Arabic 
- English 
- German 

Computer Skills:

- Familiar with (Word – Excel – Power Point – Internet connections).
- Familiar with Fidelio hotel system all versions.

Interests:

Reading - Listing to music - Traveling - Driving

Personal Information:


- ▶ Full Name: Al Hussein Ali Al Metwaly Ibrahim Salmaan Begaoui.
- ▶ Date Of Birth: January 10th1975.
- ▶ Marital Status: Married.
- ▶ Nationality: Egyptian.
- ▶ Religion: Muslim.

Thank you very much for the time you spent reading my resume, I look forward to hearing from you and having the opportunity to meet in person to discuss the position further, "References available upon request".

Best regards

Faithfully,

Hussein Begaoui

0020 100 521 4504 

Experience certificates	Msharef Al Moden Hotel	https://i.imgur.com/U3cdCqv.jpg
	HB Limited Company	http://i.imgur.com/DsmYvfX.jpg
	Plaza Athenee Hotel	http://i.imgur.com/feo9UKS.jpg
	Le Meridien Kuwait	http://i.imgur.com/IeRp5ip.jpg
	Le Meridien Hurghada	http://i.imgur.com/uo5Xgkd.jpg
	Conrad Hurghada	http://i.imgur.com/BJ1DUvQ.jpg
Personal Qualification	Westin Hurghada	http://i.imgur.com/zeNwFbE.jpg
	Arabia Hurghada	http://i.imgur.com/KsmiWnV.jpg
	AH & LA	http://i.imgur.com/QEbgUHi.jpg
Thanks Letters	HDT	http://i.imgur.com/6vsW2vL.jpg
	CHDT	http://i.imgur.com/j8rNcOR.jpg
	Le Meridien Hurghada Opening	http://i.imgur.com/u7xTQ2x.jpg
Trainings	Conrad Hurghada Resort	http://i.imgur.com/KKyOjdO.jpg
	Conrad Hurghada Resort	http://i.imgur.com/jnnNKbY.jpg
	Le Meridien Kuwait – Commitment to excellence	http://i.imgur.com/MjWW49L.jpg
	Le Meridien Hurghada Essentials of supervisor	http://i.imgur.com/w7yZfoX.jpg
	Conrad Hospitality program for supervisors	http://i.imgur.com/HCrIaCo.jpg
	Conrad customer satisfaction system program	http://i.imgur.com/pt2DI3k.jpg



Gold Standard!

(5/5 quizzes complete) **high accuracy**

All quizzes have been completed giving them a Gold standard against their skill set!



Their natural role:

Organizer

Methodical **Dependable**

Conscientious

Who is Hussein?



Advocate

Warm and empathetic with a strong sense of duty.



Rock

Dutiful, loyal and resilient.



Mastermind

Ambitious and determined.

Their key strengths

Ethical

Reliable

Dutiful

Practical

Methodical

Assertive

Hussein is **rational** and **objective**: a **strategic thinker** who specializes in thoroughly evaluating all angles of a situation before making a decision. While not overly sentimental, they understand what makes people tick.

Key Insights

The chart below shows how **Hussein** differs most from the **General Population**

Conscientiousness



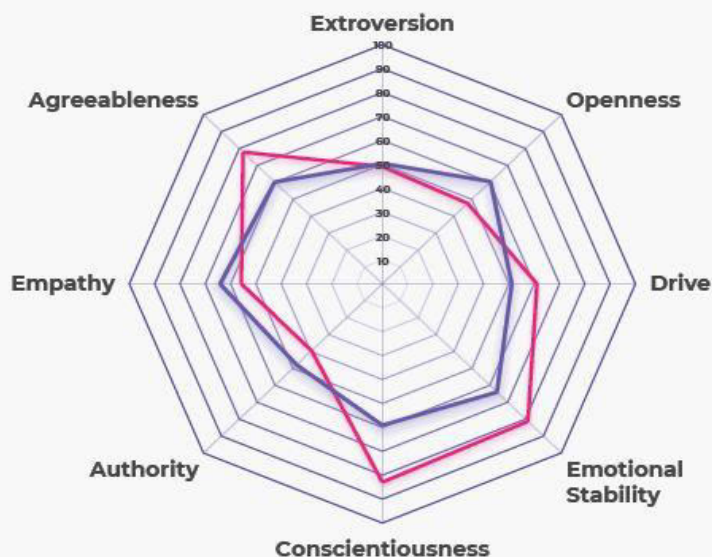
Agreeableness



Emotional Stability



Hussein ● Population ●



What makes Hussein unique?

The work styles below describe the approach Hussein has to **organization**, **problem-solving**, **leadership** and **motivation**.

Hussein ● Population ●

ORGANIZATIONAL STYLE

Highly organized, detail-oriented and **highly compliant**. Their high sense of duty may cost them some initiative, but **they can be relied on to plan and follow through on projects**.

Spontaneous Organized



Self-directed Rule-abiding



THINKING STYLE

They are **intellectually curious**, but **rather uncomfortable with ambiguity**. Although generally happy to experiment, they feel more at ease in stable conditions.

Concrete Investigative



Ambiguity Averse Flexible



LEADERSHIP STYLE

As a leader, they are **quite strategic**. While they are **likely to struggle communicating effectively**, being **hard-headed** serves them well when making tough decisions.

Indifferent Sympathetic



Forthright Persuasive



Compromising Authoritarian



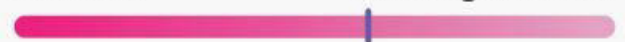
MOTIVATIONAL STYLE

They have a **strong belief in their ability** to succeed and are **highly driven by challenging projects** and solving problems.

Self-doubting Self-believing



Laid-back Challenge oriented



Share your profile with the world, Hussein!

View your profile here: <https://good.co/profile/hussein-begaoui>

<https://good.co/profile/hussein-begaoui>